



Clinics Conference 2019

Workshop

James Sandbach, Director of Policy and External Affairs
Milla Gregor, Evaluation and Research Consultant

Policy voice: using clinics data to achieve change





Why we 'do data'and what we do with it

Develop an evidence base for clinics / access to justice

- Understanding what works
- Demonstrating effectiveness
- Monitor and measure impact
- Match outputs to outcomes
- Use in policy and advocacy
- Leverage funding
- Embracing 'Big Data'







Perspectives in policy

- **Process perspectives:** Consultative (Green papers, reviews consultations), scrutiny (Select Committee), and legislative.
 - **Research perspectives:** Outcomes focus, unmet demand, counterfactual analysis
 - **Advocacy perspectives:** Campaigning, voice, media, political cycle, thought leadership
- ➡ *All rely on good quality data*





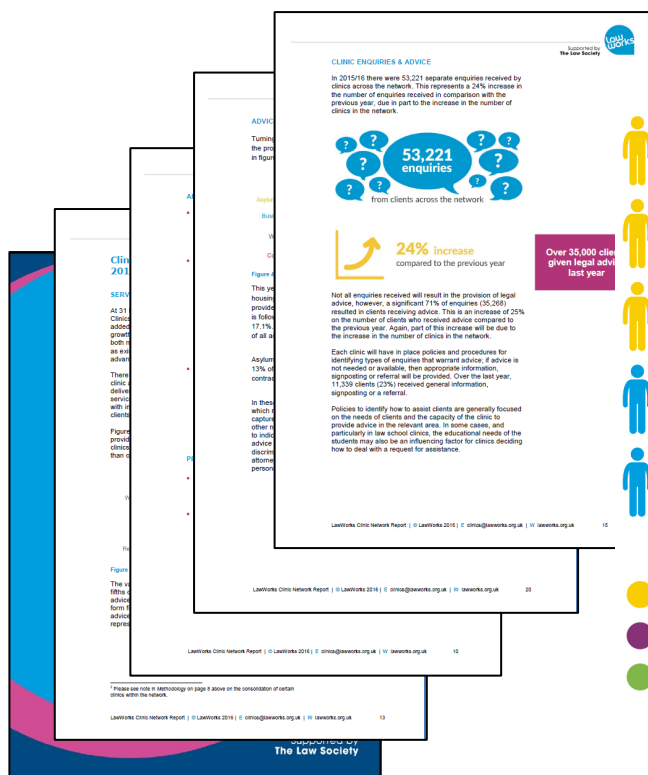
Clinics stats

- [Clinics 2013-14 Report](#)
 - 29,000 inquiries, 18,000 people helped
- [Clinics 2014-2015 Report](#)
 - 43,000 inquiries, 28,000 people helped
- [Clinics 2015-16 Report](#)
 - 53,000 inquiries, 35,000 people helped
- [Clinics 2016-17 Report](#)
 - 58,000 inquiries, 35,000 people helped
- [Clinics 2017-18 Report](#)
 - 60,000 inquiries, 40,000 people helped

*156,000 people helped
(2013-18)*

Rounded to nearest 1,000

LawWorks network reporting



CLINIC ENQUIRIES & ADVICE

In 2015/16 there were 53,221 separate enquiries received by clinics across the network. This represents a 24% increase in the number of enquiries received in comparison with the previous year, due in part to the increase in the number of clinics in the network.



Not all enquiries received will result in the provision of legal advice. However, a significant 71% of enquiries (37,765) resulted in clients receiving advice. This is an increase of 25% on the number of clients who received advice compared to the previous year. Again, part of this increase will be due to the increase in the number of clinics in the network.

Each clinic will have its own policies and procedures for identifying types of enquiries that warrant advice, if advice is not needed or available, then appropriate information, signposting or referral will be provided. Over the last year, 11,339 clients (22%) received general information, signposting or a referral.

Policies to identify how to assist clients are generally focused on the needs of clients and the capacity of the clinic to provide advice in the relevant area. In some cases, and particularly in law school clinics, the educational needs of the students may also be an influencing factor for clinics deciding how to deal with a request for assistance.

LawWorks Clinic Network Report | © LawWorks (2016) | © clinics@lawworks.org.uk | W | lawworks.org.uk

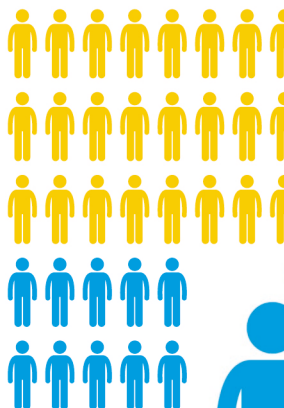
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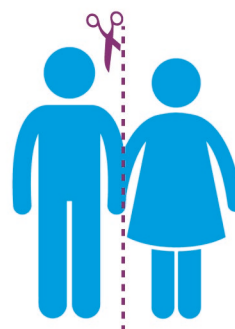
The Law Society



- Students (55%)
- Barristers/pupils
- Administrators



67% of clients felt that their mental or physical health had been affected by the legal problem.



85% of clients felt that their legal problem was having an effect on relationships.



Data and policy work: An evidence based approach



LawWorks Consultation response BEIS/Taylor Review: Employment Status

Introduction

LawWorks is pleased to respond to the government's Employment Status Consultation which seeks views on and develops the recommendations in the 'Taylor Review of Modern Working Practices'.

In a rapidly changing labour market there is growing demand for greater transparency, clarity, information and advice about different work practices and the rights and obligations that they accrue. Building on our previous submission to the Taylor Review,¹ we are limiting our response principally to issues concerning transparency of employment status and the legal framework, the protection of employment rights and access to an effective system of redress and adjudication. We also make some observations and comments concerning enforcement, which are subject to a parallel Consultation on enforcement of employment rights.

About LawWorks

LawWorks is the operating name of the Solicitors Pro Bono Group, an independent charity which offers a range of consultancy and brokerage services to bring together lawyers and law students, who are prepared to give their time without charge, and individuals and community groups in need of legal advice and support. LawWorks has 20 years of experience of supporting pro bono clinics and has seen the impact that good quality, timely legal advice on clients' wellbeing in dealing with employment contracts and other related legal and money matters. Several pro bono clinics provide specialist advice and support on employment law matters, with others providing initial legal advice and signposting for

LawWorks also runs an employment law pro bono case-work project (on a 'secondary specialisation' basis) which is currently focused on unpaid wages claims. These type of cases are likely to widen in the near future. The project facilitates an inward referral network, assesses need and matches volunteer lawyers with clients in need. Volunteer lawyers provide free advice and assistance, with LawWorks providing training, supervision and professional indemnity insurance to support pro bono volunteers.

Being able to understand the law and access legal advice to deal with every day matters like employment disputes really matters. For example, following a client outcome assessment on a sample of clients last year across the network of independent clinics that LawWorks supports (receiving advice on a range of legal matters), 93% felt that they had a better understanding of the legal matter on which they were helped and 81% felt less stressed after getting the advice. Over 17% of individual advice provided by clinics in the LawWorks Clinics Network (April 2016 to March 17) was on employment law matters, with a significant increase in the number of enquiries compared with the previous year.

LawWorks' overall view on employment rights

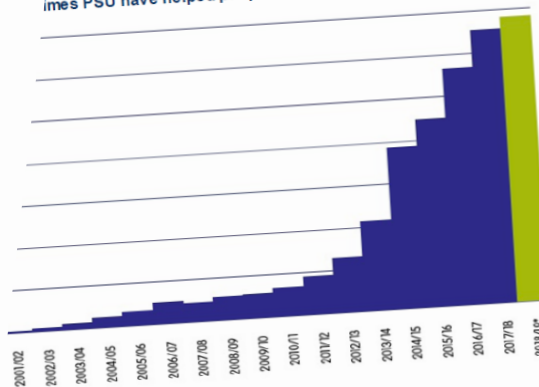
We welcome this consultation which demonstrates that Government are treating the issue of employment rights in the new economy seriously, taking forward the recommendations of the Taylor Review. Recent evidence from Citizens Advice shows that 4.5 million people in the UK are in insecure work including 800,000 with either zero-hours or agency contracts, 1.1 million with temporary contracts and over 2.3 million working variable shift patterns. The Citizens Advice briefing concludes that 'despite record employment rates, the persistence of insecure work leaves many households at risk of economic shocks and unable to plan for

Civil justice and family justice

Progress has been made including online divorce applications, the 'Online court' and online claims portals that can be used by claimant and defendant. The facilities work best for straightforward cases, and the system as a whole is better to the growth in the number of litigants in person with more

that litigants in person have always been a feature of the civil and the rising numbers seen over the past few years have been partly due to significant restrictions in the scope of legal aid for family and civil law issues. Additional demand for other forms of court-based support for litigants in person, the fact that the Personal Support Unit (PSU) has been dealing with a large number of enquiries every year, increasing from around 5,000 in 2010 to nearly 70,000 in 2017/18.

Times PSU have helped people per year



Estimated figure based on steady growth across all PSUs

LawWorks Submission to the Justice Select Committee Inquiry on Courts and Tribunal Reform

Analysis of the last set of CSJS panel data from 2012 showed 32% of litigants having reported experiencing one or more legal problems in the previous 18 months, rising to 43% in the previous 36 months, or over 27 million civil legal problems arising over 3 years. The most common problems concerned anti-social behaviour, consumer issues, employment and money. Problems concerning family law (divorce, relationship breakdown, domestic violence, clinical negligence, education and employment were most often severe. Even allowing for differences of survey methods, all the data trends point towards the scale of legal problems that needs to be addressed, and the evidence around the typology and as of law.

These unmet needs which continue to drive demand for access to free legal advice. This is evidenced by the increased demand on pro bono services and the availability of publicly legal funded help was so significantly increased. The LawWorks Clinic network's annual clinics reports have shown a year on year increase in clinic activity and the number of enquiries at clinics. Between April 2014 and March 2015, there were 43,000 enquiries at clinics in the period, a 55% increase on the previous year. Between March 2016 and March 2017, there were 53,000 individual enquiries, a 24% increase on the previous year. It is important to note though that most enquiries are for one-off advice, rather than end-to-end resolution. The LawWorks network is able to provide in-depth casework in some areas of law, under only low volumes of casework can be delivered. The number of pro bono cases under these programmes is, and can only be, small compared to the casework under the legal aid reforms.

The Bono Unit (BPBU) have seen similar levels of increased demand. They received 2274 applications for help, over 1000 more than the previous year. The average number of enquiries received yearly pre LASPO. The average number of enquiries received yearly since LASPO has been 65% higher than the previous year. The number of applications in the pre-LASPO years; with the highest rises in immigration and family law.

29. Both LawWorks and the Bar Pro Bono Unit participate in the Litigants in Person Support Strategy, and our partner agencies have also reported increased demands for their services. The Personal Support Unit (PSU) for example have reached a cumulative milestone of 300,000 contacts through their expanding services, 80% of which took place post LASPO. In 2014, PSU provided practical and





Areas of policy work

- **Access to Justice:** Legal Aid (LASPO review etc), early intervention
- **Courts/tribunals/administrative:** Digitisation, process, welfare rights, vulnerable users & LIPs
- **Legal Services Regulation and Education:** SRA, SQE, Insurance, Clinics (CLE), Mayson review
- **Employment Rights:** Taylor Review, status, gig-econ
- **Civil Society:** Charities/NfPs, funders, voice
- **Other areas relevant to LawWorks:**
 - Care system
 - Migration and human rights



See our website

The Knowledge Centre

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The Knowledge Centre is a hub for LawWorks' reports, briefings and policy submissions. Look out for new resources coming soon.

The knowledge centre

- Any -



[APPLY](#)

Courts modernisation - Justice Select Committee Inquiry

Posted on March 12th, 2019

LawWorks have provided a submission to the Justice Select Committee Inquiry on Courts and Tribunal Reform, as a joint response w

[Read more »](#)

LawWorks response to the Legal Services Board

Posted on February 28th, 2019

LawWorks have responded to the Legal Services Board's (LSB) consultation on its business plan for 2019.

[Read more »](#)

LawWorks response to the Law Commission's consultation on Employment Law Hearing Structures

Posted on February 1st, 2019

[Read more »](#)

Briefing: A new route to qualification for solicitors

Posted on June 28th, 2018

The Solicitors Qualifying Exam (SQE), which the Solicitors Regulation Authority (SRA) intends to introduce from 2020, follows on

[Read more »](#)

LawWorks Consultation response: BEIS/Taylor Review - Employment Status

Posted on June 27th, 2018

LawWorks has responded to the government's Employment Status Consultation which seeks views on and develops the recommendations

[Read more »](#)

LawWorks Consultation response: Civil Society Strategy

Posted on June 27th, 2018

The Department of Digital, Media, Culture and Sport have been consulting on a Civil Society Strategy.

[Read more »](#)



Updated and ongoing

It has been a busy time for our policy work - in addition to our work on [the LASPO review](#), on [SRA regulatory and training issues](#), and with the All Party Parliamentary Group APPG on Pro Bono and Public Legal Education, we have been engaging in a number of consultations on other issues that are relevant to pro bono and access to justice. Below is a roundup of some of the consultations we have responded to in the first half of 2018:

- **The courts estate.** As part of Her Majesty's Courts and Tribunals Service (HMCTS) modernisation programme, earlier this year HMCTS consulted about how they are using court buildings, including proposals for some further court closures. You can see our submission on [the LawWorks website](#).
- **Employment rights.** Last year we engaged with the independent Taylor review on protection in the gig-economy, and this year the Department for Business, Energy & Industrial Strategy, consulted on the review's recommendations. [LawWorks Taylor review response](#)
- **Civil society strategy.** With policy on the charities sector and civil society having moved from the Cabinet Office to the Department of Culture, Media and Sport, DCMS and the Office of Civil Society have been consulting on a new strategy for civil society and social action. [LawWorks consultation response: Civil society strategy](#)
- **Wales Justice Commission.** The Welsh Government have established a Commission to look at how the Justice system works in Wales in the context of devolution and the specific challenges that communities face. LawWorks [submission to the Commission on Justice in Wales](#).



See Clinics Update and LawWorks Quarterly

Insert template screenshots

Monitoring and impact

[View](#)[Edit](#)[Manage display](#)[Clone content](#)

LawWorks is changing the way that information from the LawWorks Clinic Network is collected.

From April 2018 LawWorks will be asking for less information to be collected on clinic activity. We are reducing the number of questions that we ask and data points (information) collected. We are also moving to an annual collection period based upon the calendar year - January to December, decreasing the frequency in which clinic data is requested.

A summary of the changes is shown in the graphic to the right.

There are no changes to the collection process, clinic coordinators will continue to receive an email with a link to a web based survey tool.

You can find out more about the specific changes from the resources below:

- **New:**  [Annual clinic client monitoring questions](#)
- **Resource:**  [Excel spreadsheet for keeping records for the annual client clinic statistics](#)
- **FAQ:**  [Simplifying clinic statistics reporting](#)

Current system

20 Questions

60 Data Points

Twice
yearly
collections

Two reporting periods

April - September
October - March

New system

15 Questions

40 Data Points

Single
annual
collection

Single reporting period

January - December



New support tools

For solicitors and volunteers

[Legal aid and pro bono](#)[Get Involved](#)[Training and events](#)[Resources](#)[Volunteer resources](#)[Clinic resources](#)[Monitoring and Impact](#)[What Information do we collect?](#)[Impact resources, support and results](#)[Client outcomes monitoring](#)[Better Information Project](#)[The Knowledge Centre](#)[Didn't find what you were](#)



Key data points over 2018

Over 2018 (Jan-December) clinics **recorded** the following:-

- 75,907 enquiries
- 47,941 clients helped – 35,912 provided with advice
- 10,383 volunteers in clinics
- Family/children was the largest category of inquiries 25.5%, followed by employment 24%
- 27% were from ethnic minorities, 55% were women and 26% identified as having a disability

More clinics have submitted data, however there were some discrepancies in the way clinics recorded their data



Better Information Project

Client outcomes

Good quality data for first time to help us

- Understand client experiences with a valid sample
- Analyse client outcomes and what clients find most helpful and unhelpful as they resolve their issues
- Tell clients' stories
- Engage on how clinic services can be improved (co-production)

➔ informing future clinic development and support

➔ providing robust data for influencing policy and practice

➔ using case studies and stories to raise awareness





Who took part?



75 clinics agreed to take part



32 clinics actually submitted forms



993 clients gave informed consent



209 clients completed calls



Statistical significance

Statistical significance

35,008 clinic clients received advice (2016-17 Clinics report). Our sample of 209 clients enables us to report a 95% confidence level with a confidence interval of ± 6.8 ; i.e. we are 95% confident that an observed statistic (e.g. 50%) would lie between 43.2% and 56.8%, if all 35,008 clients had been interviewed.

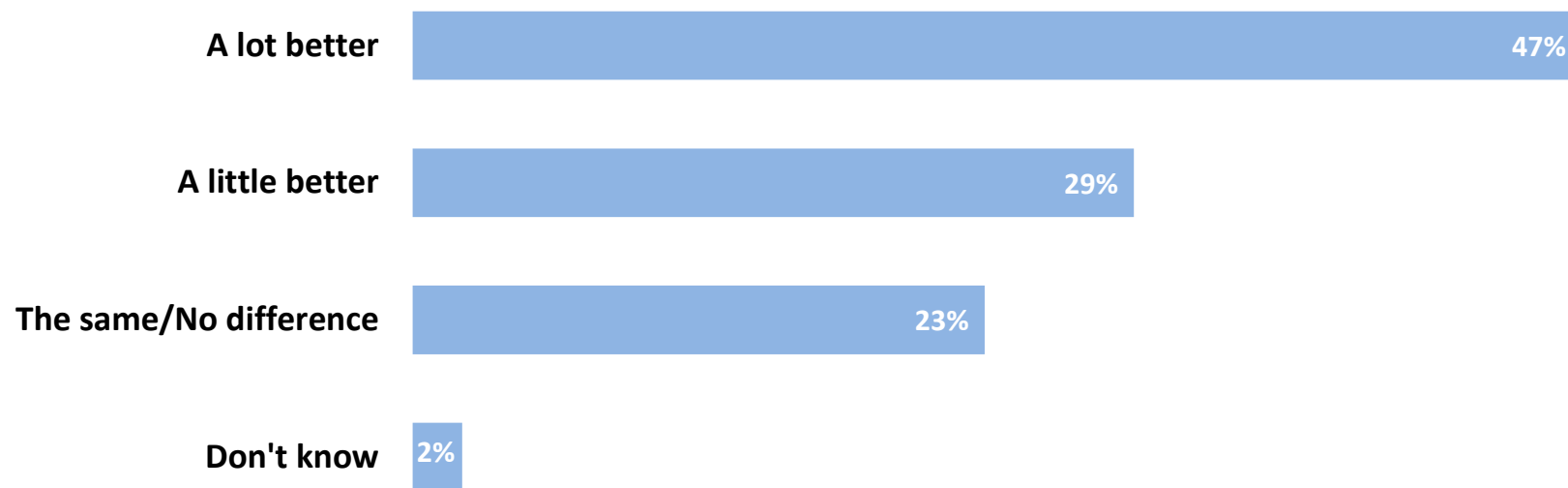
- Assume a 6.8% margin of error

Findings taster

Base = **209**, unless otherwise stated



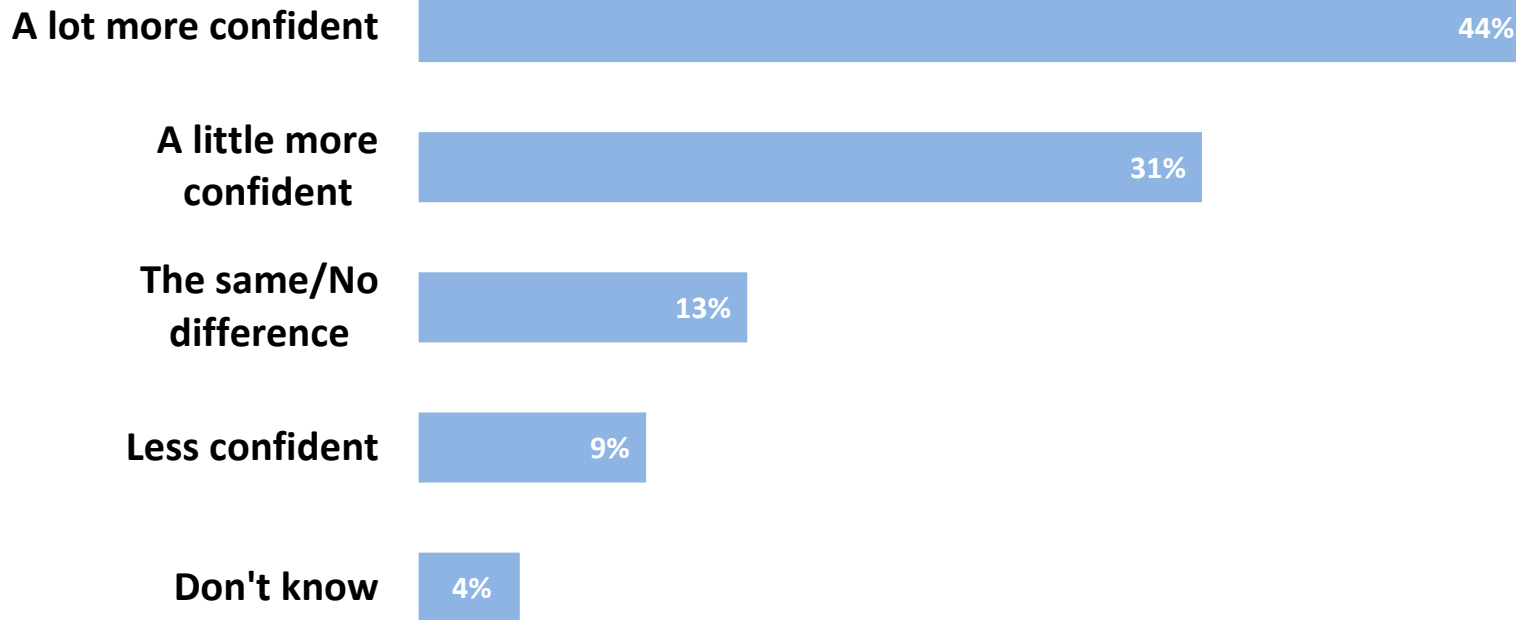
76% of clients report that their understanding of their legal problem is now better



Q16. As a result of the support you received, how well do you understand your legal problem?



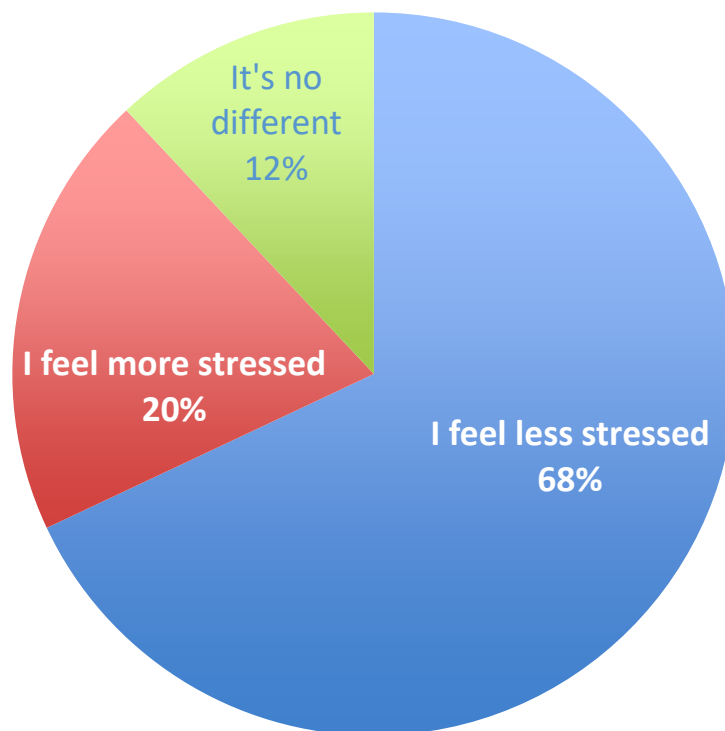
75% of clients report that they would feel more confident to deal with their problem, or a similar one, in the future, as a result of the support



Q24. How confident would you feel to deal with this problem (or a similar one in the future), as a result of the support?



For 68% of clients, the help or support has reduced their stress level



Q27. How has the advice or help affected your level of stress?



More than half of clients feel physically better as a result of the advice or help

I feel better

A little better = 20%

Much better = 32%

52%

It's no different

32%

Worse

12%

That's not relevant to my situation/ Don't know

3%

Qu28. How has the advice or help affected your physical well-being?

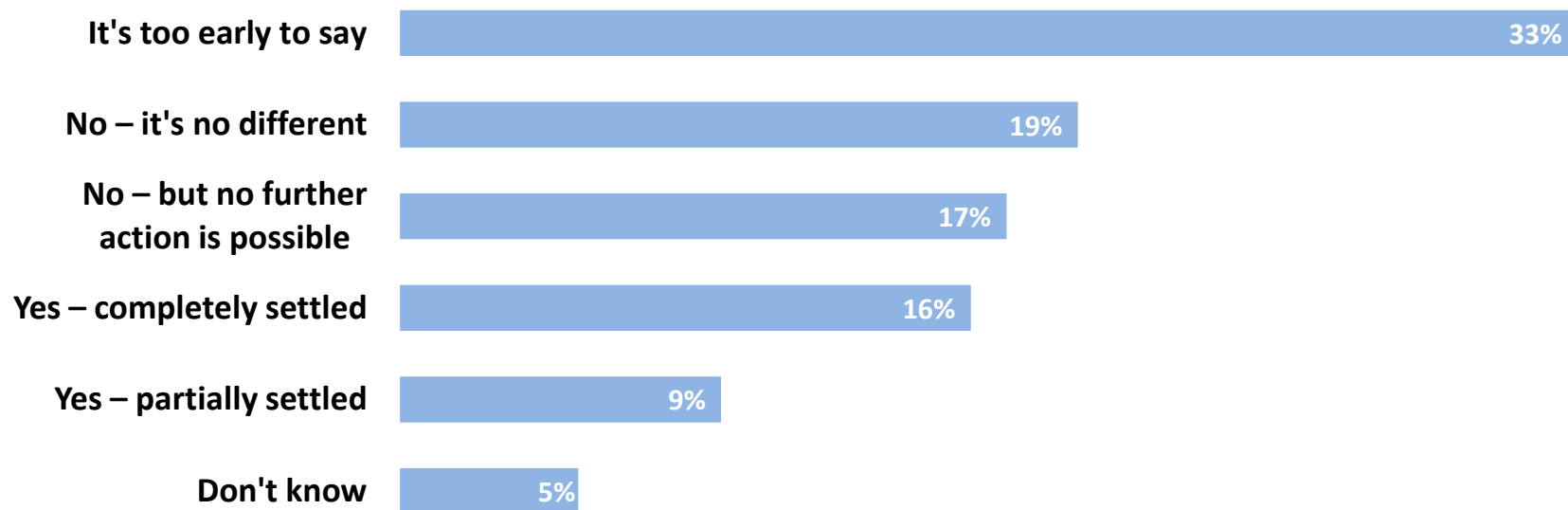
“When you know your rights it helps you relax more because you know what you can do (in relation to the legal side of things).”

“Mentally and emotionally, it’s helped me a lot, because I was really thinking of what was going to happen and if I was going to have to quit my education. I couldn’t plan anything... Sometimes I cried, and since I met this lady and she’s discussed things with me and given me a plan, I feel more confident.”

*“They were very good and helpful, also
made me feel important.”*



21% of clients say that their legal problem is now settled or partially settled, while for 50% it's too early to say, or no further action is possible.



Qu17. Is the legal problem now settled?



For those who report that it's too early to say/ no further action is possible, what do they report as the main barriers to their issue being resolved?

The most common barriers mentioned were (in order of frequency)

- Money (23 people)
- The behaviour or capability of the other side (17)
- Their own legal capability (17)
- Difficulty of accessing advice or help (10)
- The process (6)
 - Slow or confusing
 - Particularly the family court/ family law
 - Discrimination against those without a lawyer
- The weakness of their case (2)

Q21. What's been the biggest barrier to sorting out your legal problem?

n = 94



Where their legal problem is still on-going, half of clients say that it now feels more manageable

More manageable

A little = 22%

A lot = 27%

49%

**The same/No
difference**

40%

Less manageable

8%

Don't know

3%

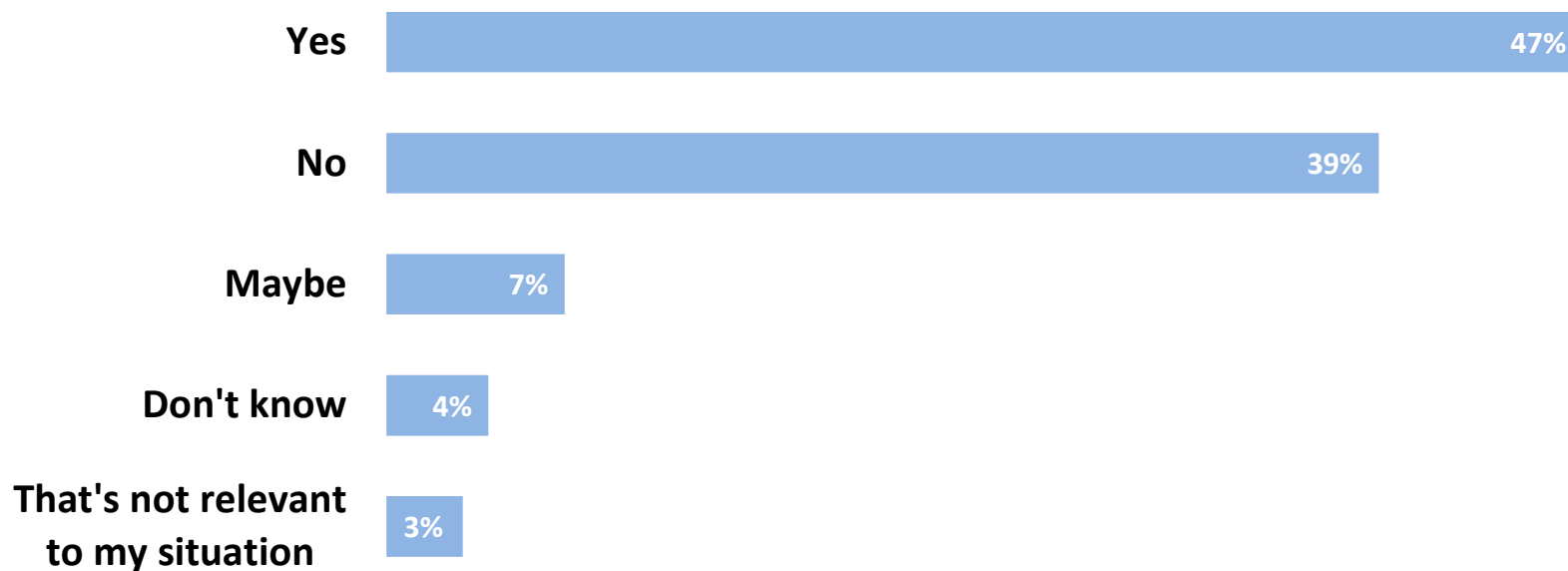
Qu18. How manageable does your legal problem feel now?
Unweighted base = 158

“I felt quite stuck with the situation I had – I was speaking to the authorities and they weren’t helping, telling me I couldn’t do one thing until I had something else. When I went in... they told me exactly what I was entitled to, who to speak to and what forms to fill in, and it was dealt with.”

“They said I’ve got no case. It’s made me forget about the situation more.”

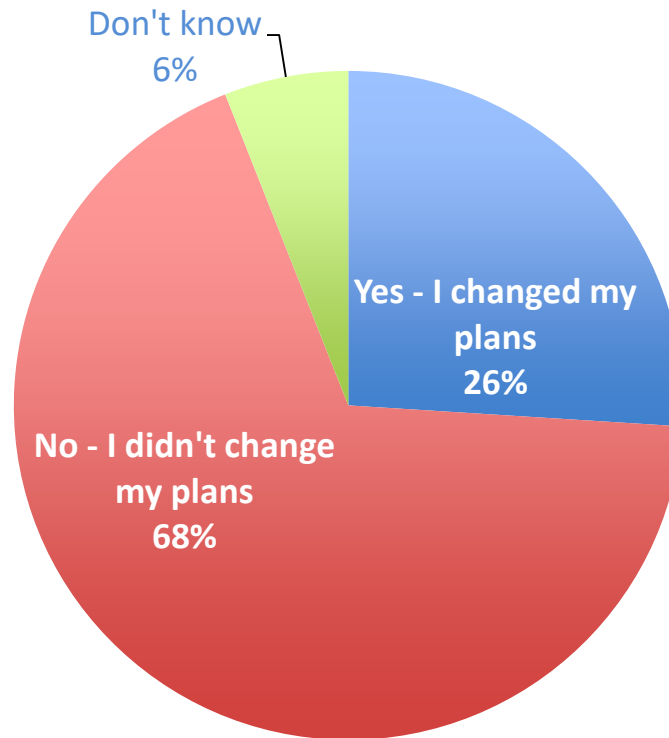


Before getting support from the clinic, nearly half of clients were thinking of going to court or tribunal



Q13. Before getting support from 'Clinic Name', were you thinking of going to court or tribunal?

Of those who said they were thinking of going to court or tribunal, a quarter changed their plans following advice



Q14. Did the support received mean you changed your plans to go to court or tribunal?

Unweighted base: 98



What led to the decision *not* to go to court or tribunal?

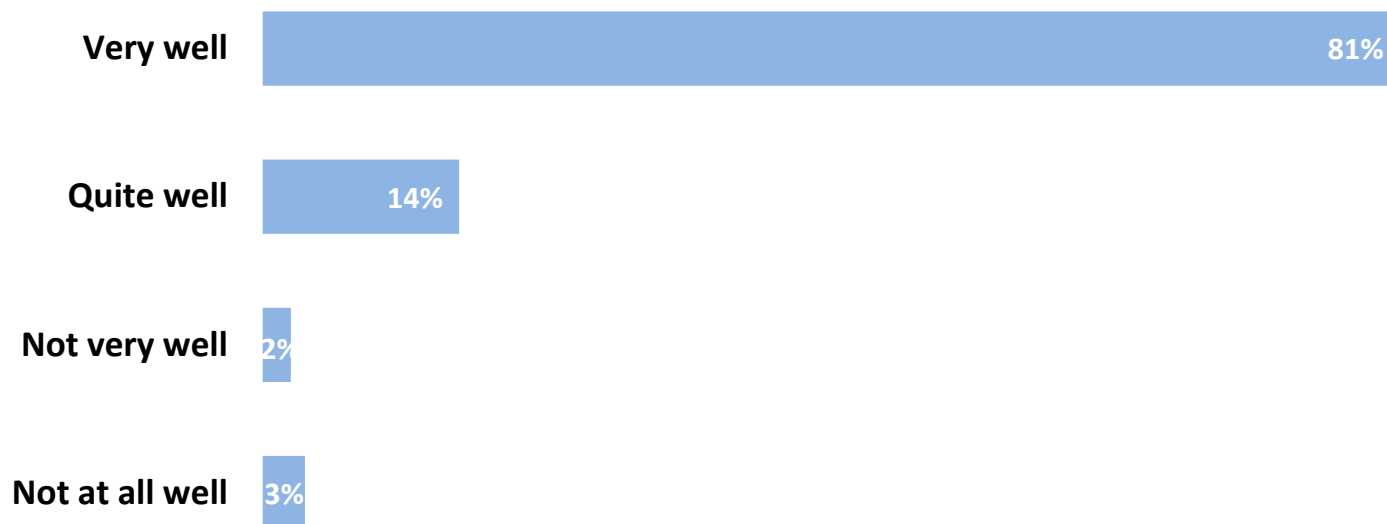
The most common factors mentioned were (in order of frequency):

- A better understanding of their options (10 people)
- Help from the clinic (9)
- Money (4)
- The case was resolved (3)
- The other side frustrating the process (2)
- Stress (2)

Q14. Did the support received mean you changed your plans to go to court or tribunal?
Unweighted base: 98



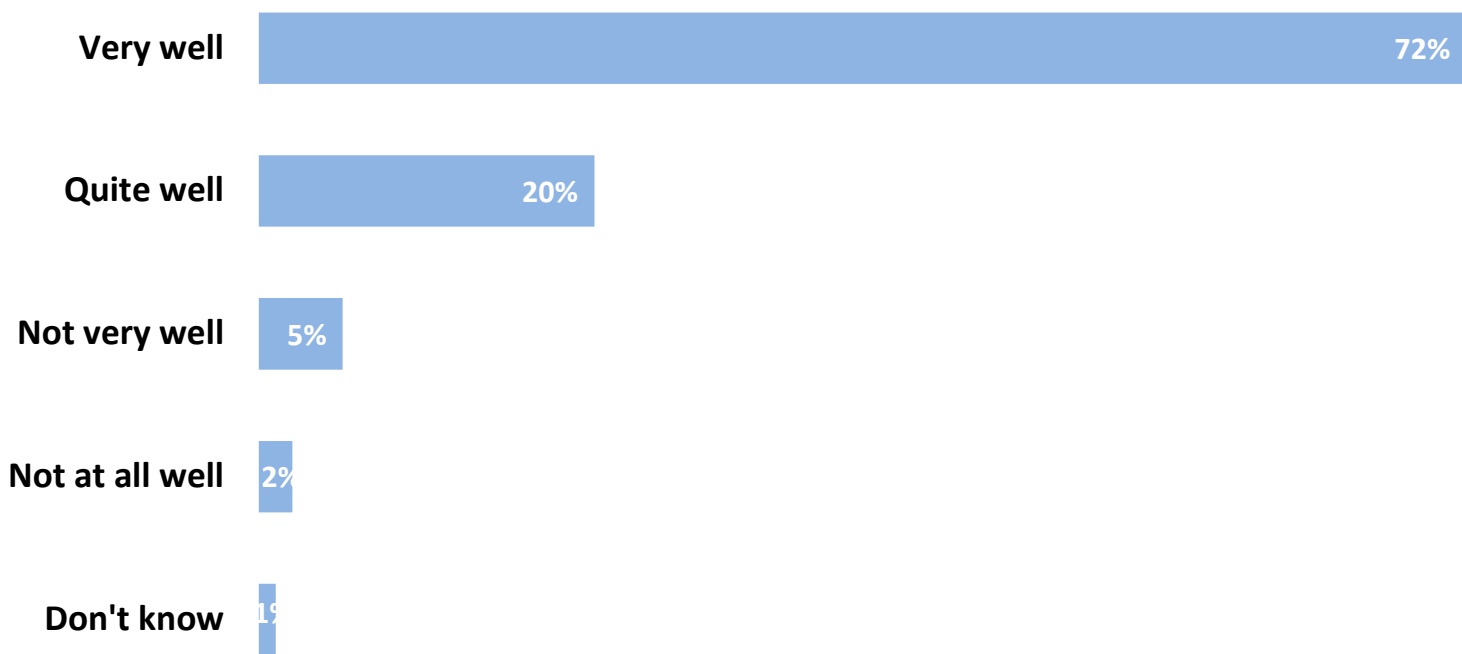
95% of clients felt the person they had contact with listened to them very well, or quite well



Q10. How well do you feel that the person (or people) you had contact with listened to you?



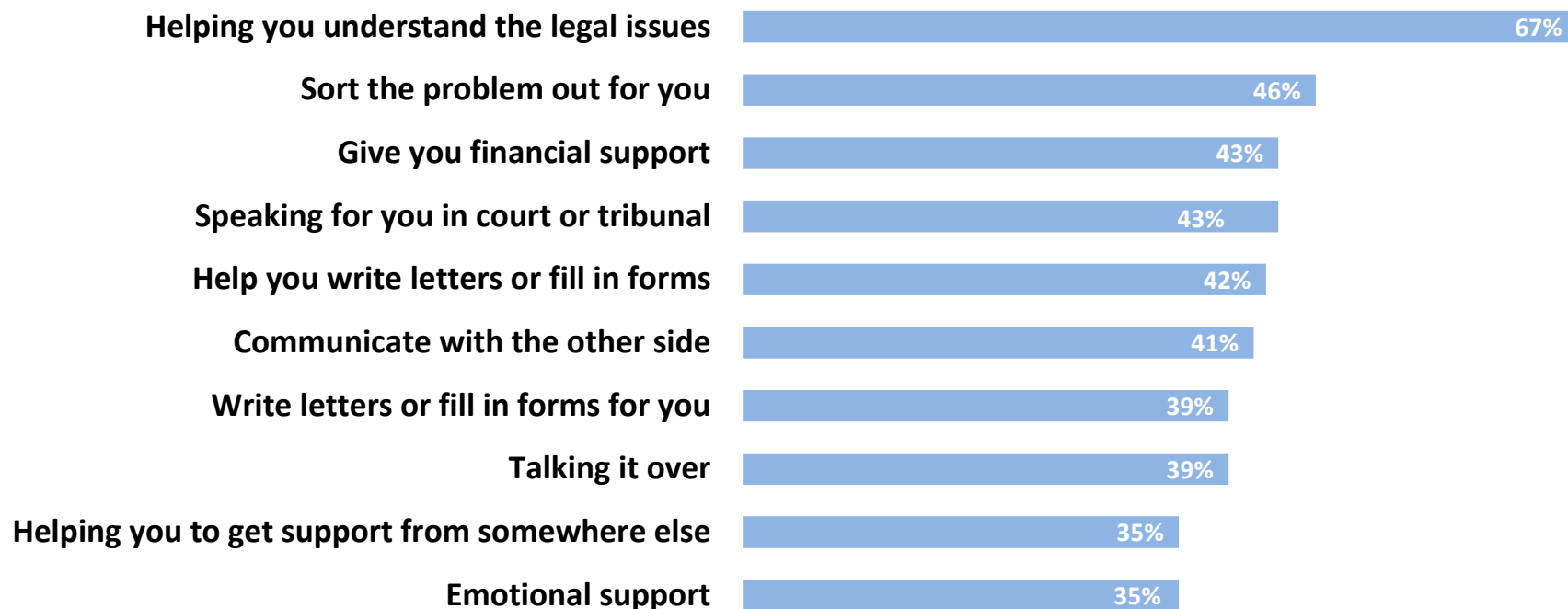
92% of clients felt the person they had contact with understood their legal problem very well, or quite well



Q11. How well do you feel that the person (or people) you had contact with understood your legal problem?



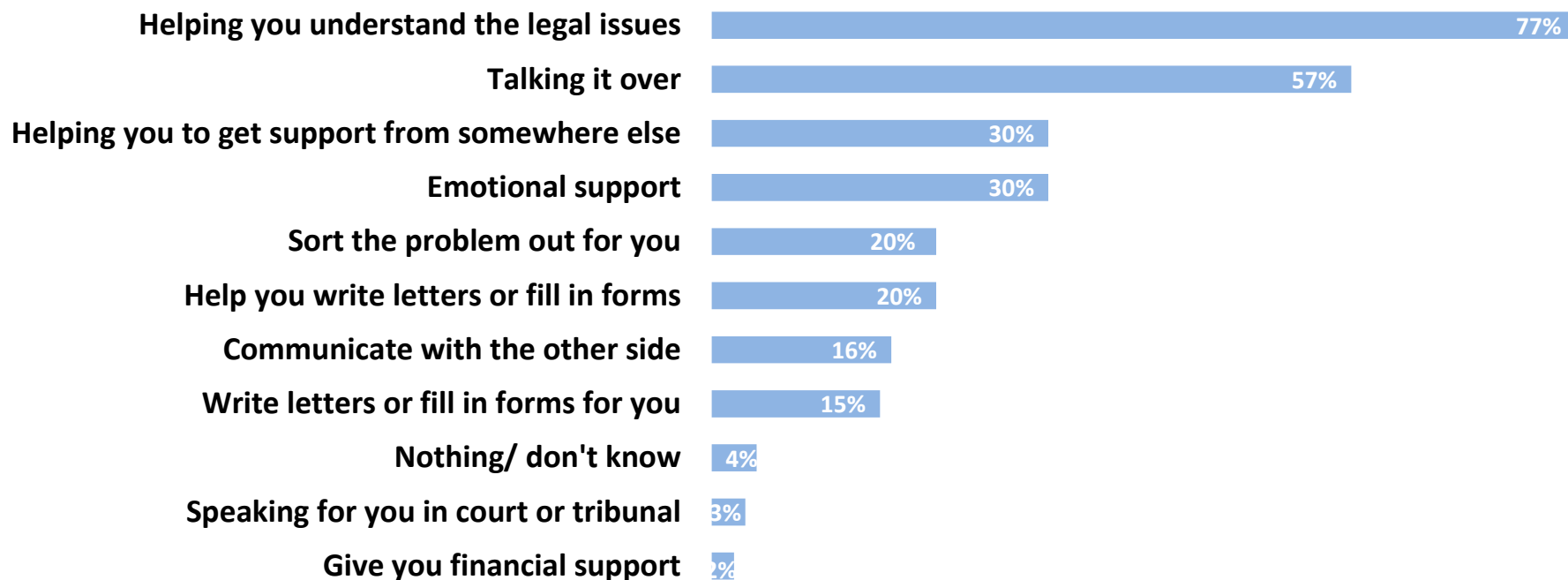
Most people hoped for help to understand the legal issues, then practical support



Q8a. Firstly, what were you hoping to get from the support?
Please note multiple options could be chosen



Most people *actually received* help to understand the legal issues, then emotional support and referral



Q8b. And then what did you actually receive?
Please note multiple options could be chosen

“... they were very open and listened clearly so they could understand the problem. They asked questions throughout for a description of the problem to better form a clear understanding... They gave me great advice... [and] were extremely helpful, both in their knowledge and their style of interaction.”

“I was quickly given advice and guidance. I was dealt with then and there. The solicitor took his time with dealing with me and explaining everything without my mental health being an issue.”

“I was surprised to get the supervisors to listen and ring me and say they were going to take my case on pro bono. It’s the best news I’ve had in two years.”



Suggested improvements

- More advertising, including signage and up-to-date opening times
- Greater accessibility, including opening hours, location, booking systems rather than queuing outdoors, and wheelchair access
- Shorter waiting times and more appointment times
- Better communication, including telephone access, adviser consistency and follow-up support

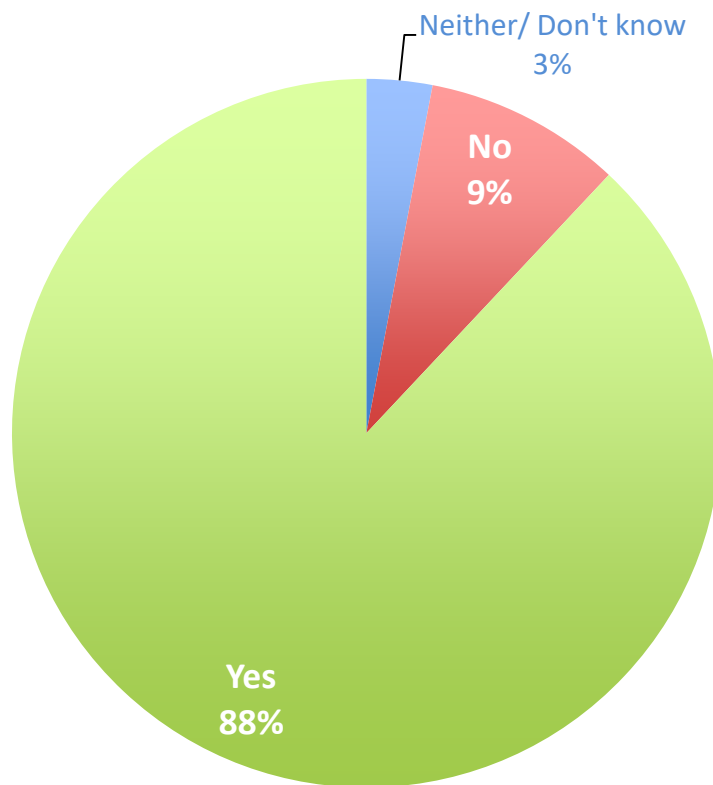


Suggested improvements

- Greater range of expertise and knowledge
- More detailed support including form filling, going to court
- More staff and more funding, including from the government
- Further information, especially if can't help



88% of clinic clients would recommend the clinic to someone else



Including 89% of those whose issues had not yet been resolved

(n = 94)

Q32. Would you recommend 'Clinic Name' to someone else?

Questions?

Learning about the process



Project story

2016

April

Project set-up – engaged independent consultant

June

Review of LawWorks' monitoring processes overall (internal report)

July

Research into how 14 other similarly structured networks collect and use outcomes monitoring data (published report)

Aug

Framework and questionnaire development (in consultation with advisory group)

Nov

Pilot completed (4 clinics, 62 completed calls)



Development timeline

2017

Mar

Review of pilot process and questionnaire completed

Aug

Sampling approach developed

Oct

Collecting forms starts (and is then extended for two additional periods)

2018

Feb

Extended form collection

June

Emerging findings and learning paper presented at UCL Legal Services Conference

Oct

Further analysis and discussion of findings

Dec

Clinics report published



Client feedback process

1. Clinics were invited to take part, and then supported
2. Clinic colleagues asked clients if they would like to participate
3. Clients gave their informed consent and contact details
4. Clinics returned these forms securely
5. Clients were contacted at least six weeks later by our research agency (BMG)

SECTION B: About any progress that's been made with the issue

ASK ALL 12. As a result of the support you received, how well do you understand the problem?

READ OUT. SINGLE CODE

A lot better	1
A little better	2
The same/No difference	3
Worse	4
Don't know	5

ASK ALL

13. Is the problem now settled?

READ OUT. SINGLE CODE

Yes – completely settled	1
Yes – partially settled	2
No - but no further action is possible	3
No - it's no different	4
It's too early to say	
Don't know	5

ASK IF Q13 = 2 to 5

4. How manageable does the issue feel now?

READ OUT. SINGLE CODE

A lot more manageable	1
A little more manageable	2
The same/No difference	3
Less manageable	4
Don't know	5

ASK ALL

14. What has been the most important outcome of the support, for you?

RECORD VERBATIM AND PROMPT FOR EXAMPLES IF POSSIBLE

My name

My phone number

Today's date

I am getting advice: ☐ For myself ☐ For someone else

I am getting advice about (please tick):

- | | |
|----------------------------------|------------------------------------|
| <input type="radio"/> Family | <input type="radio"/> Consumer |
| <input type="radio"/> Housing | <input type="radio"/> Debt |
| <input type="radio"/> Benefits | <input type="radio"/> Other |
| <input type="radio"/> Employment | <input type="radio"/> I'm not sure |

I understand this project and am happy to be contacted by phone in a few weeks

Please sign here

My age (please tick)

- | | |
|-----------------------------------|----------------------------------|
| <input type="radio"/> 17 or under | <input type="radio"/> 46 – 55 |
| <input type="radio"/> 18 – 25 | <input type="radio"/> 56 – 65 |
| <input type="radio"/> 26 – 35 | <input type="radio"/> 66 or over |
| <input type="radio"/> 36 – 45 | |

My gender

My ethnic background

Do you consider yourself to have a disability? (please tick)

- | | |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No |
|---------------------------|--------------------------|



Project background: where to find out more

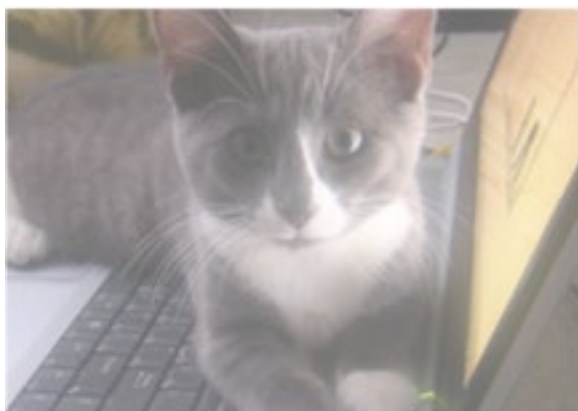
1. External practice review
2. Outcomes framework
3. Telephone questionnaire
4. Pilot report

All are available at www.lawworks.org.uk/impact





What got in the way?



Buy-in

Clinic capacity

No carrot, no stick, no database

Timing

Initial texts



What helped?



Buy-in

Support

Time

Options for data collection

Well-structured questionnaire

Knowing the background



Discussion and questions

These results are for the whole LawWorks network. How might you...

- Share and reflect on the findings with partners, coordinators, volunteers, clients?
- Use these data for comms, policy or fundraising?
- Use any of these tools in your own feedback and learning processes?
- Make use of additional support from LawWorks?